



CITIZEN'S CHARTER NO. CO-AF-01. ISSUANCE OF CERTIFICATION OF NO RECORDS/APPEAL/MOTION FOR RECONSIDERATION, ETC.

This Service is made upon request of DENR personnel, official or external party for a Certification of No Records/ Appeal/ Motion for Reconsideration, etc. being filed in the DENR. The purpose for the request is included in the Certification.

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| Office or Division: | Records Management Division (RMD), DENR Central Office | | | |
| Classification: | Simple | | | |
| Type of Transaction | G2C - Government to Citizen G2G - Government to Government | | | |
| Who may avail: | Internal: Permanent Employees of DENR Central, Regional, PENR and CENR Offices, Bureaus (including Central and Regional Offices), and Attached Agencies External: External Clientele who are authorized party or representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Duly accomplished customer request form (1 original) | | Receiving Area, RMD, Basement | | |
| 2. Government issued ID (present 1 original) | | Requesting Party | | |
| Additional if from the Government Sector | | | | |
| 3. Official Letter Request (1 original) | | Requesting Party | | |
| Additional if applicant is a representative | | | | |
| 4. SPA for representative (1 original, notarized) | | Requesting Party, Private Lawyer or Notary Public | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSONS RESPONSIBLE |
| 1. Accomplish request form and forward to Receiving/ Releasing Clerk. | 1. Check the completeness of submitted requirements, stamp the date and time on documents and forward all documents to action officer. | None | 5 min. | <i>Receiving/Releasing Clerk</i> RMD |
| | 1.1. Verify all requirements, indicate amount to be paid in the Request | None | 20 min. | <i>Action Officer/</i> <i>Administrative Officer</i> RMD |



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| | Form, and verify availability of the requested document. | | | |
| | 1.2. Approve and sign Request Form. | None | 5 min. | <i>Chief Administrative Officer RMD</i> |
| | 1.3. Prepare/Approve Order of Payment, and forward the same to requesting party. | None | 5 min. | <i>Action Officer/ Administrative Officer RMD</i> |
| 2. Pay to the Cashier the Certification Fee, and receive Official Receipt. | 2. Accept payment and issue Official Receipt. | Php 25.00 except when covered by Official Letter Request | 5 min. | <i>Action Officer/ Administrative Officer Cashier Section</i> |
| 3. Forward Official Receipt to RMD. | 3. Check the Official Receipt and prepare the requested Certification. | None | 15 min. | <i>Action Officer/ Administrative Officer RMD</i> |
| | 3.1. Determine accuracy and initial the Certification. | None | 2 min. | <i>Action Officer/ Administrative Officer RMD</i> |
| | 3.2. Determine accuracy of the Certification and affix signature. | None | 5 min. | <i>Chief Administrative Officer RMD</i> |
| | 3.3. Release the approved Certification to the customer. | None | 5 min. | <i>Receiving/Releasing Clerk RMD</i> |



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| | Forward the received Customer Request Form to Action Officer for filing. | | | |
| 4. Received the approved Certification. | 4. File the Customer Request Form. | None | 5 min. | <i>Action Officer/ Administrative Officer RMD</i> |
| TOTAL: | | Php 25.00 | 1 hour & 12 min. | |